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Rangarajan et al.

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(54) SYSTEM AND METHOD FOR PROVIDING A DYNAMIC TELEMATICS DASHBOARD

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(51) **Int. Cl.**

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G01C 21/26	(2006.01)
G06Q 10/06	(2012.01)
G06Q 30/00	(2012.01)
H04W 24/08	(2009.01)

(52) **U.S. Cl.**

CPC ***G01C 21/26*** (2013.01); ***G06Q 10/00*** (2013.01); ***G06Q 10/06315*** (2013.01); ***G06Q 30/016*** (2013.01); ***H04W 24/08*** (2013.01)

(58) **Field of Classification Search**

CPC G06Q 10/00; G06Q 10/06315; G06Q 30/016; G01C 21/26; H04W 24/08

See application file for complete search history.

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Assistant Examiner — Michael Kerrigan

(57) **ABSTRACT**

An approach is described for providing telematics information in connection with equipment. The approach includes scanning equipment available in a service vehicle, wherein the service vehicle is located at a service location. The approach also includes determining location information for the service location based on telematics information associated with the service vehicle. The approach further includes mapping the equipment to the service location based on the location information.

20 Claims, 14 Drawing Sheets

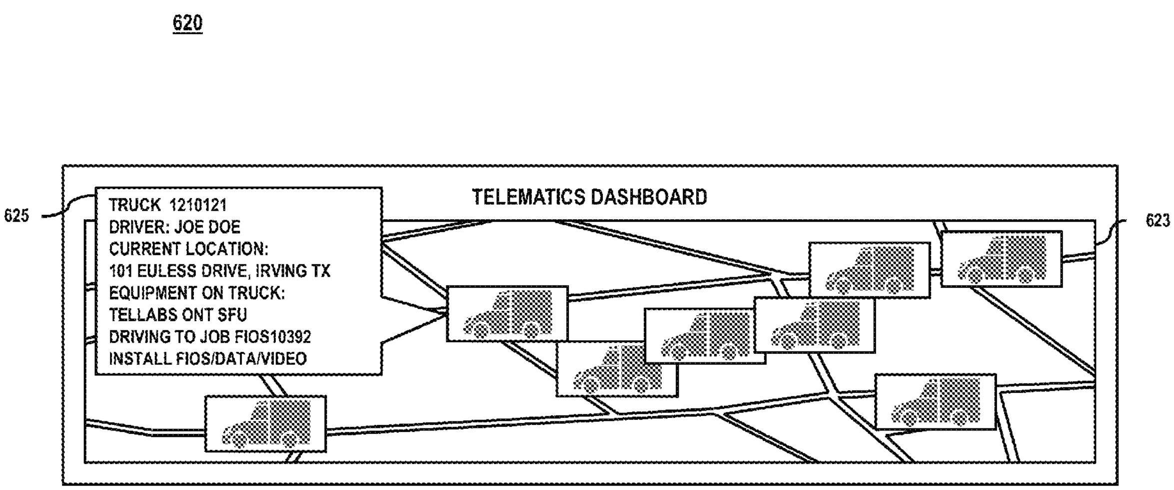


FIG. 1

100

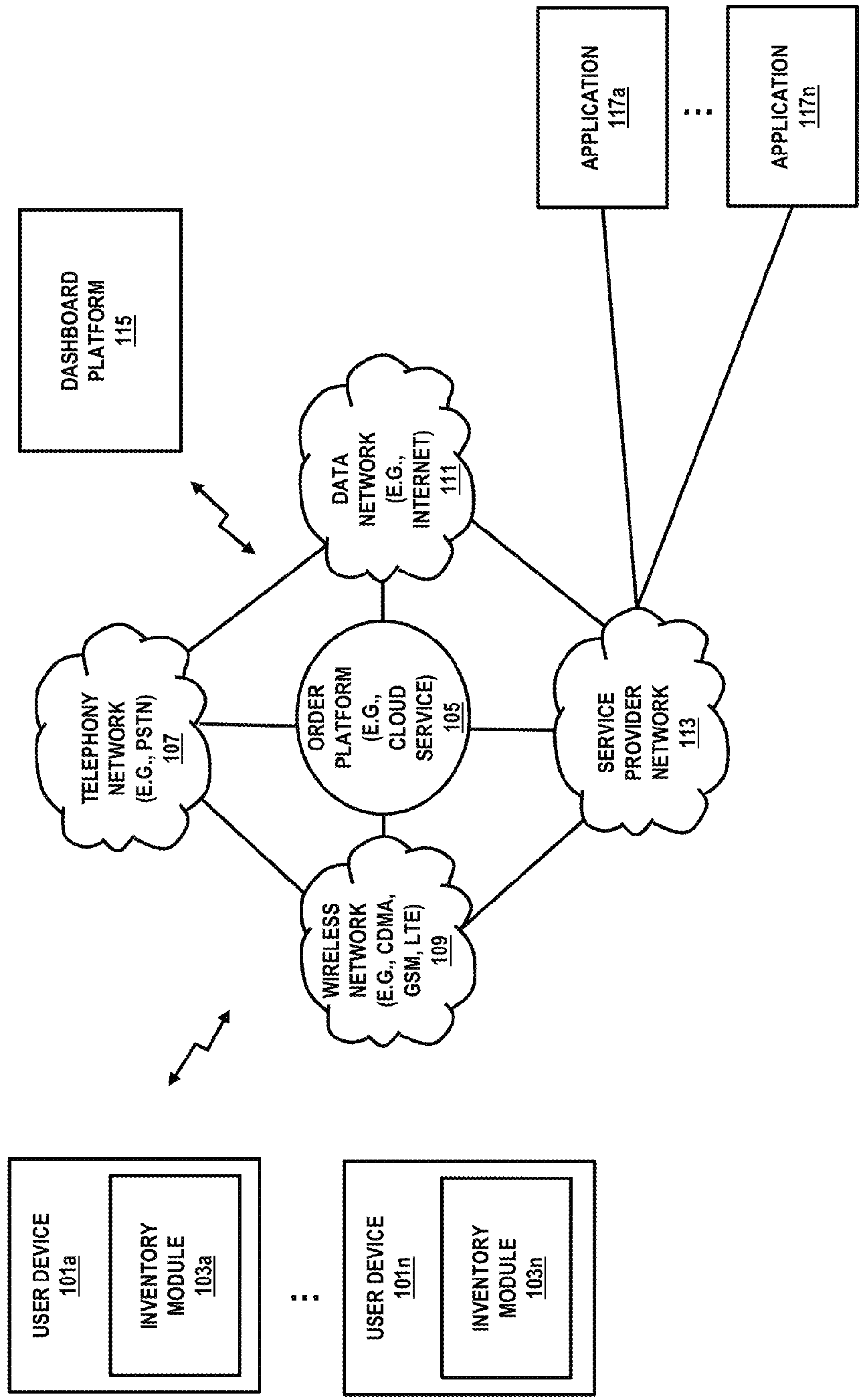

USER DEVICE 101a
INVENTORY MODULE 103a
USER DEVICE 101n
INVENTORY MODULE 103n
TELEPHONY NETWORK (E.G., PSTN) 107
WIRELESS NETWORK (E.G., CDMA, GSM, LTE) 109
ORDER PLATFORM (E.G., CLOUD SERVICE) 105
DATA NETWORK (E.G., INTERNET) 111
SERVICE PROVIDER NETWORK 113
DASHBOARD PLATFORM 115
APPLICATION 117a
APPLICATION 117n

FIG. 2A

200

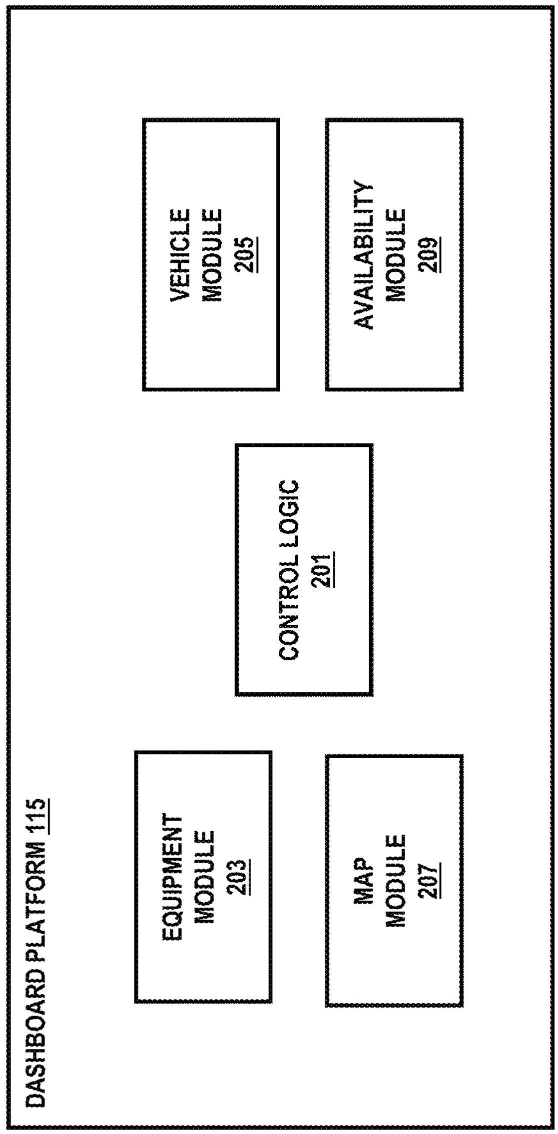
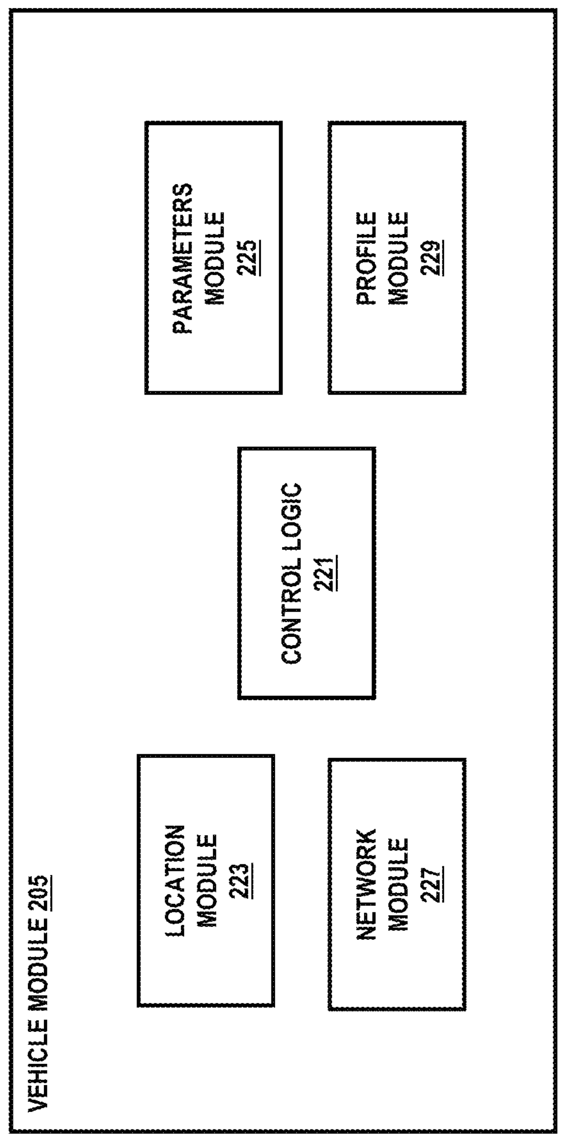
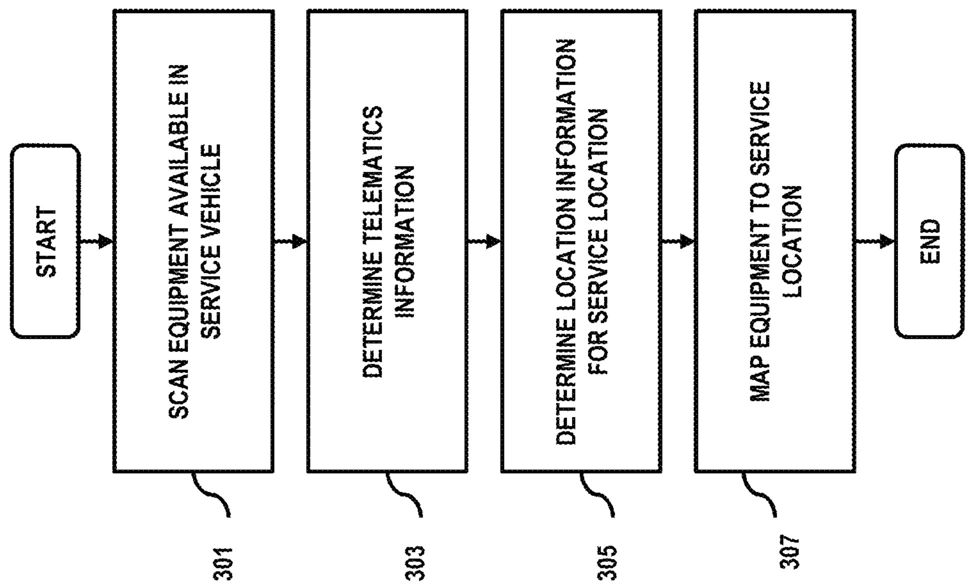

DASHBOARD PLATFORM 115
EQUIPMENT MODULE 203
MAP MODULE 207
CONTROL LOGIC 201
VEHICLE MODULE 205
AVAILABILITY MODULE 209

FIG. 2B 220


VEHICLE MODULE 205
LOCATION MODULE 223
NETWORK MODULE 227
CONTROL LOGIC 221
PARAMETERS MODULE 225
PROFILE MODULE 229


START
SCAN EQUIPMENT AVAILABLE IN SERVICE VEHICLE
DETERMINE TELEMATICS INFORMATION
DETERMINE LOCATION INFORMATION FOR SERVICE LOCATION
MAP EQUIPMENT TO SERVICE LOCATION
END
301
303
305
307

300

FIG. 3

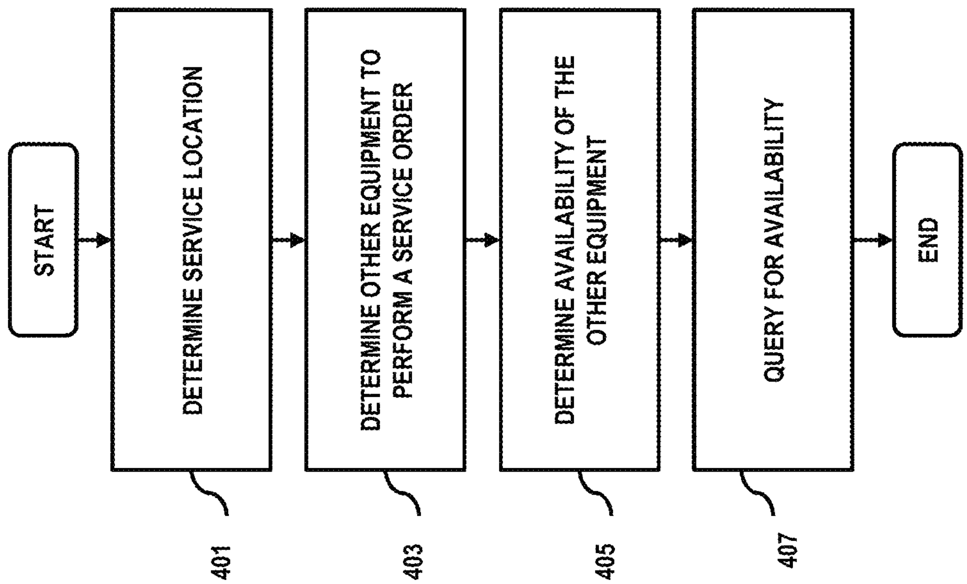
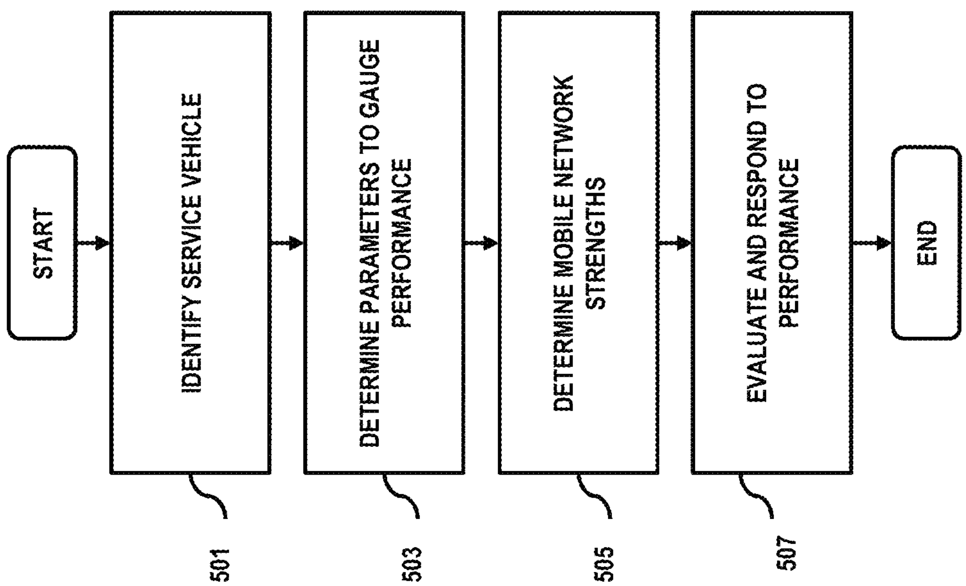

START
DETERMINE SERVICE LOCATION
401
DETERMINE OTHER EQUIPMENT TO PERFORM A SERVICE ORDER
403
DETERMINE AVAILABILITY OF THE OTHER EQUIPMENT
405
QUERY FOR AVAILABILITY
407
END

FIG. 4 400


START
IDENTIFY SERVICE VEHICLE
DETERMINE PARAMETERS TO GAUGE PERFORMANCE
DETERMINE MOBILE NETWORK STRENGTHS
EVALUATE AND RESPOND TO PERFORMANCE
END
501
503
505
507

500

FIG. 5

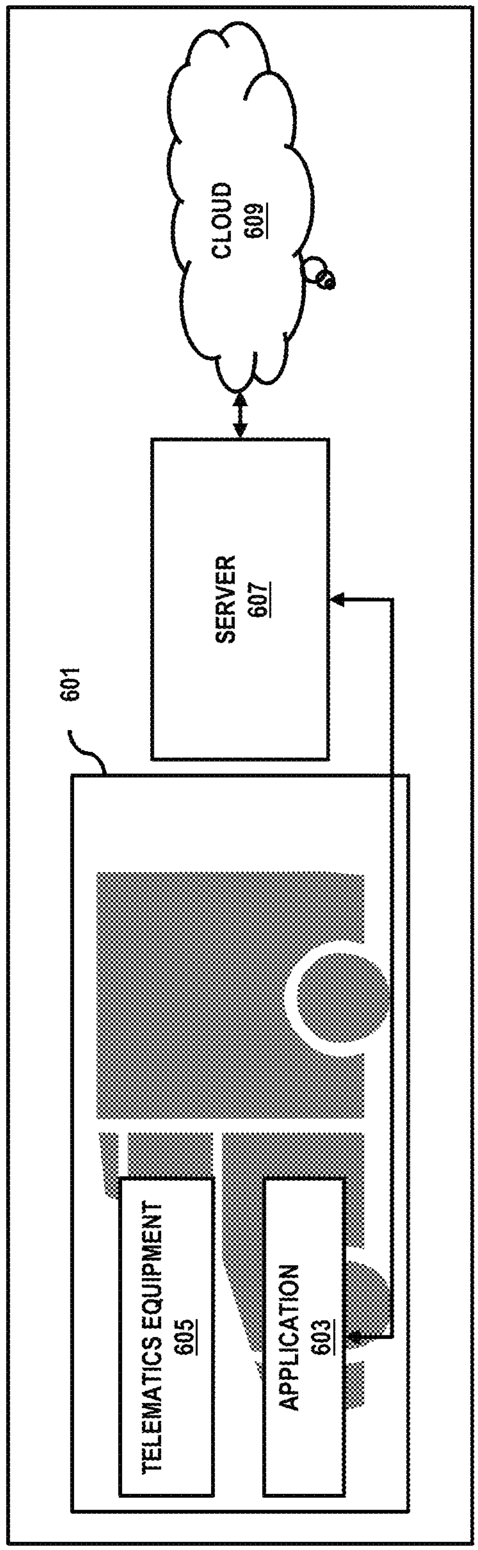

CLOUD
609
SERVER
607
601
TELEMATICS EQUIPMENT
605
APPLICATION
603

FIG. 6A 600

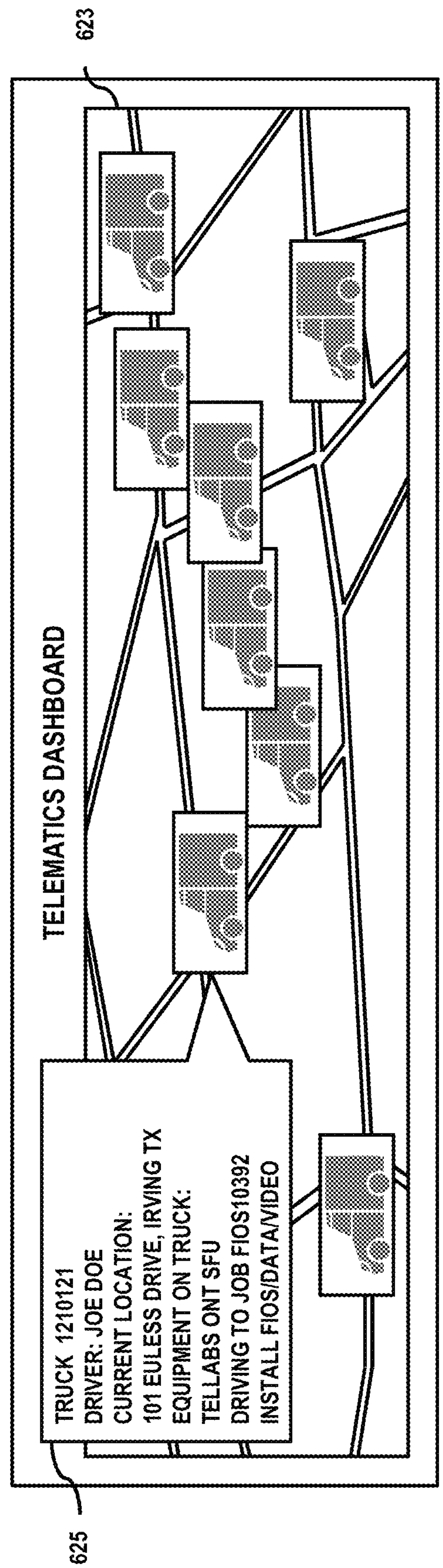

623
TELEMATICS DASHBOARD
TRUCK 1210121
DRIVER: JOE DOE
CURRENT LOCATION:
101 EULESS DRIVE, IRVING TX
EQUIPMENT ON TRUCK:
TELLABS ONT SFU
DRIVING TO JOB FIOS10392
INSTALL FIOS/DATA/VIDEO
625

FIG. 6B 620

FIG. 6C 640

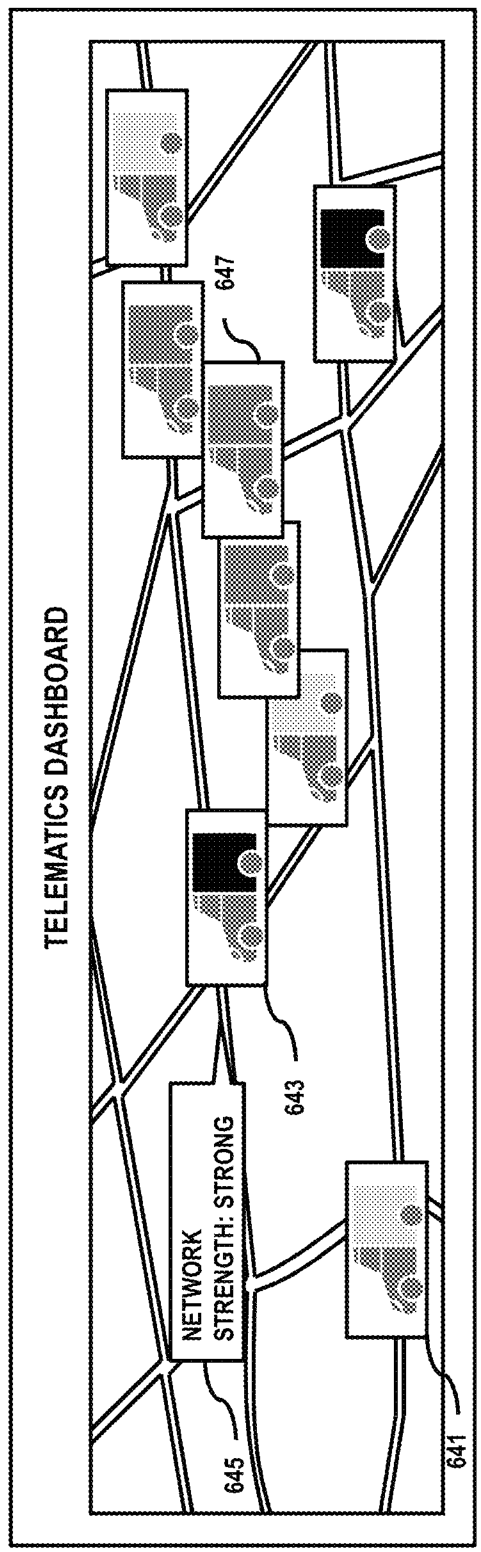
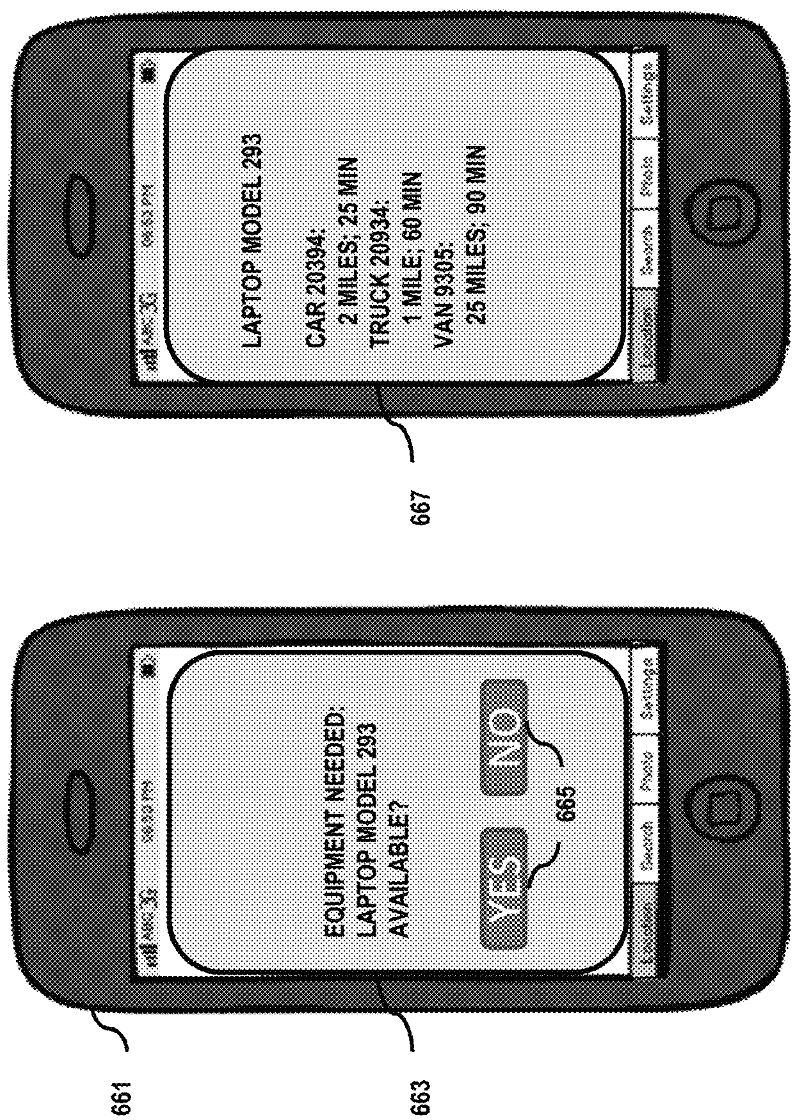
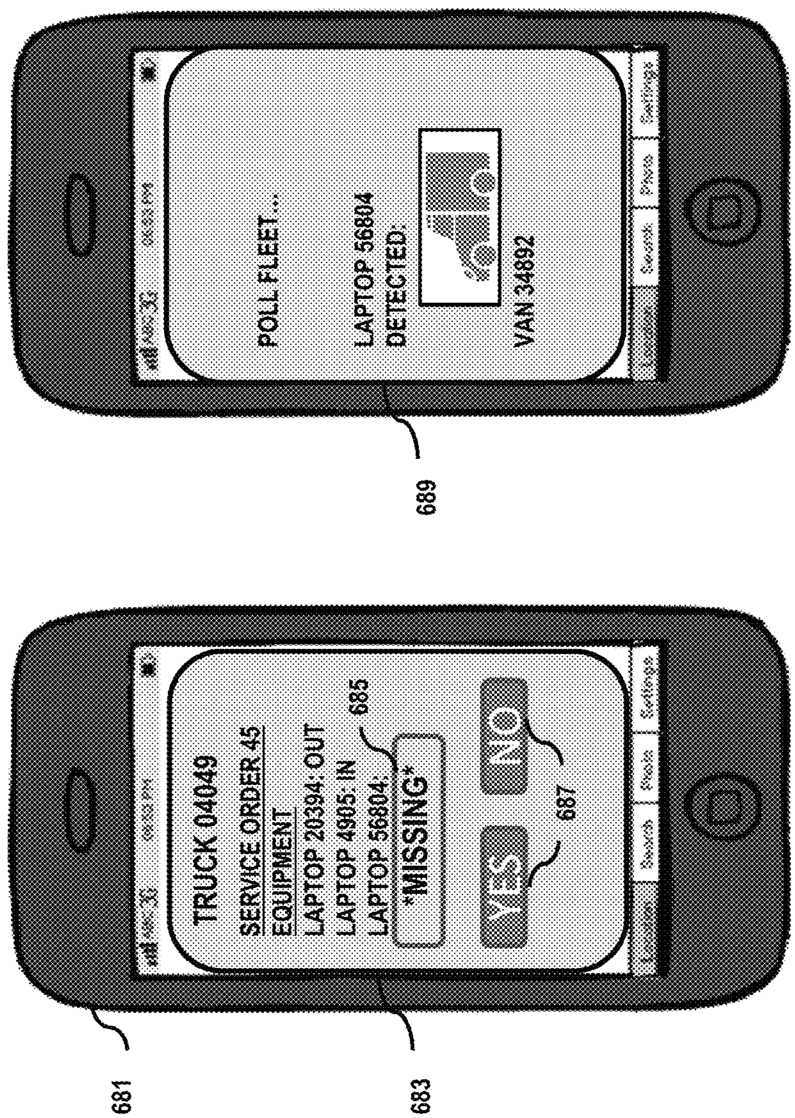

TELEMATICS DASHBOARD
NETWORK
STRENGTH: STRONG
647
643
645
641

FIG. 6D 660



EQUIPMENT NEEDED:
LAPTOP MODEL 293
AVAILABLE?
YES
NO
665
661
663
LAPTOP MODEL 293
CAR 20394:
2 MILES; 25 MIN
TRUCK 20934:
1 MILE; 60 MIN
VAN 9305:
25 MILES; 90 MIN
667

FIG. 6E 680


681
683
TRUCK 04049
SERVICE ORDER 45
EQUIPMENT
LAPTOP 20394: OUT
LAPTOP 4905: IN
LAPTOP 56804:
685
MISSING
YES
NO
687
689
POLL FLEET...
LAPTOP 56804
DETECTED:
VAN 34892

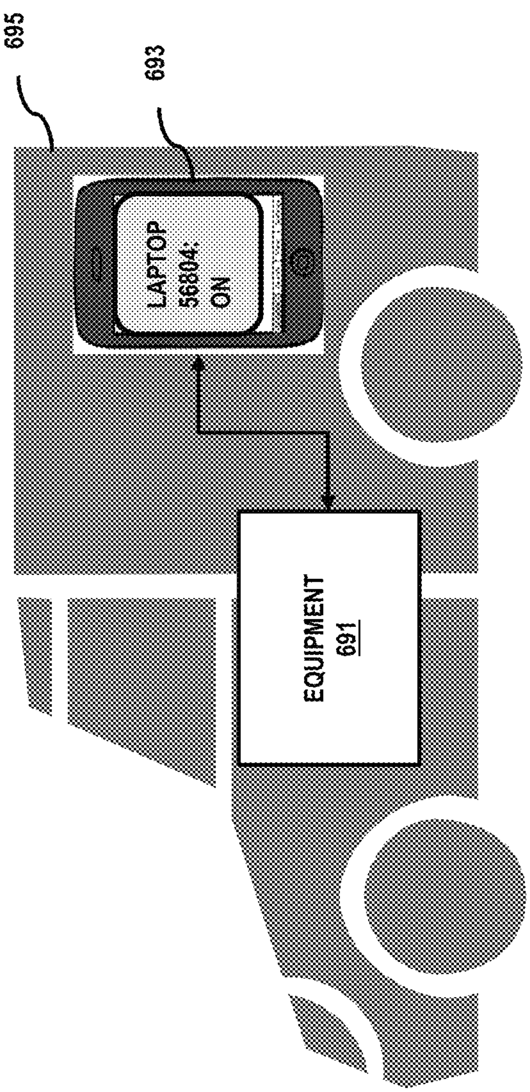
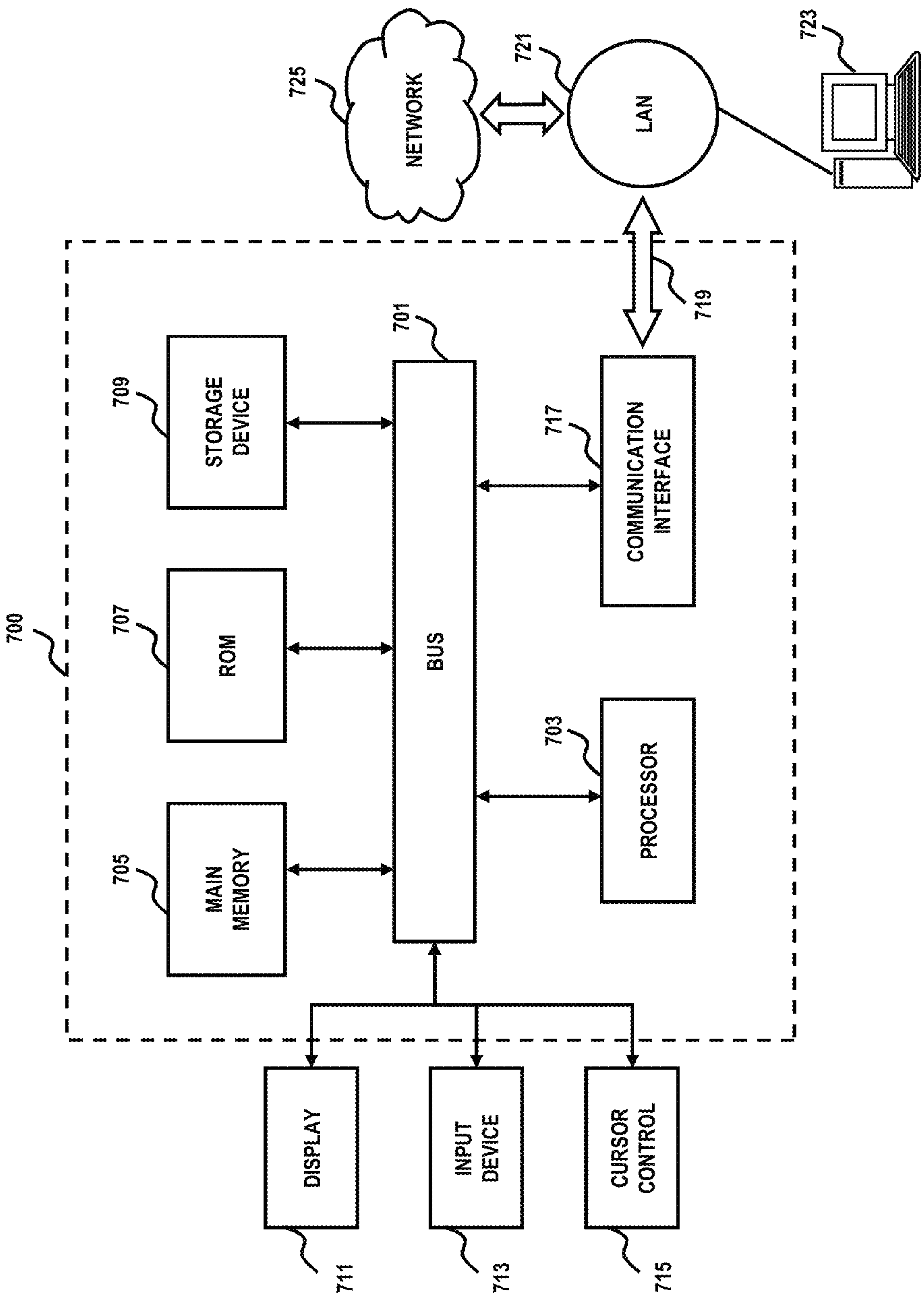


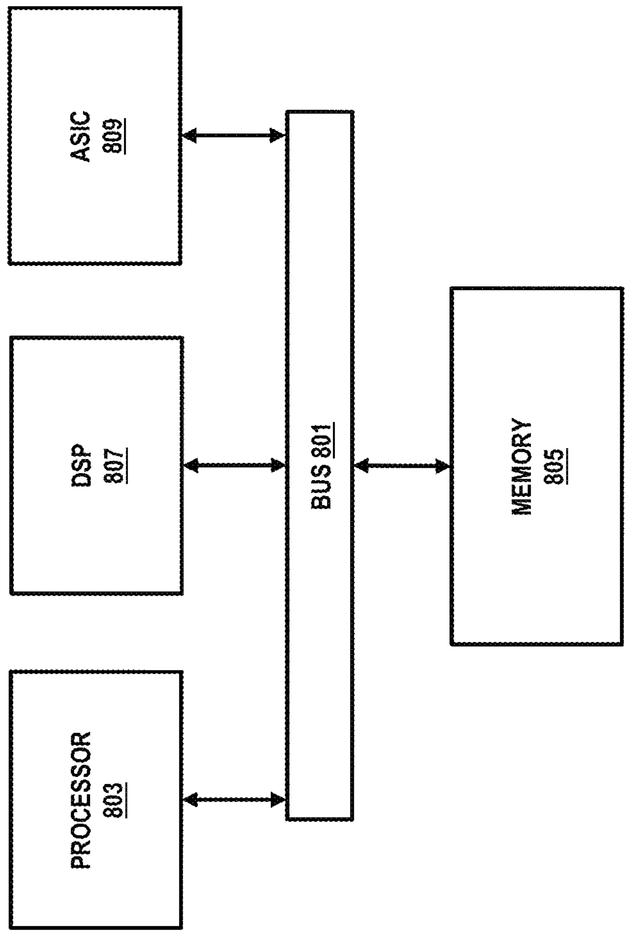
FIG. 6F 690

FIG. 7

700



NETWORK
725
LAN
721
723
719
700
STORAGE DEVICE
709
ROM
707
MAIN MEMORY
705
BUS
701
COMMUNICATION INTERFACE
717
PROCESSOR
703
DISPLAY
711
INPUT DEVICE
713
CURSOR CONTROL
715



800

FIG. 8

SYSTEM AND METHOD FOR PROVIDING A DYNAMIC TELEMATICS DASHBOARD

BACKGROUND INFORMATION

Service providers are continually challenged to deliver value and convenience to consumers by, for example, providing compelling network services. One area of development has been providing services based on telematics information. For example, telematics information is often used to provide aid for navigation and tracking of vehicle locations. Simultaneously, service vehicles for providing, for instance, repair work in response to service orders often work in coordinated fleets. A central operator typically deploys service vehicles and telematics may provide information on where various vehicles are located. Unfortunately, equipment and resources for the service orders are not accounted for by location. As such, service providers face challenges in routing service vehicles for service orders while taking into account available equipment relevant to repairs.

Based on the foregoing, there is a need for providing telematics information in connection with equipment.

BRIEF DESCRIPTION OF THE DRAWINGS

Various exemplary embodiments are illustrated by way of example, and not by way of limitation, in the figures of the accompanying drawings in which like reference numerals refer to similar elements and in which:

FIG. **1** is a diagram of a system capable of providing telematics information in connection with equipment, according to an exemplary embodiment;

FIG. **2**A is a diagram of a dashboard platform capable of providing telematics information in connection with equipment, according to an exemplary embodiment;

FIG. **2**B is a diagram of a vehicle module capable of determining characteristics associated with service vehicles, according to one embodiment;

FIG. **3** is a flowchart of providing telematics information in connection with equipment, according to an exemplary embodiment;

FIG. **4** is a flowchart of determining availability of equipment, according to an exemplary embodiment;

FIG. **5** is a flowchart of managing a dashboard for a service vehicle, according to an exemplary embodiment;

FIG. **6**A is a system diagram utilized in the process of FIG. **3**, according to an exemplary embodiment;

FIGS. **6**B-**6**E are diagrams of user interfaces utilized in the process of FIG. **3**, according to an exemplary embodiment;

FIG. **6**F is a diagram for scanning equipment prior to provisioning with the system, according to an exemplary embodiment;

FIG. **7** is a diagram of a computer system that can be used to implement various exemplary embodiments; and

FIG. **8** is a diagram of a chip set that can be used to implement various exemplary embodiments.

DESCRIPTION OF THE PREFERRED EMBODIMENT

An apparatus, method, and software for providing telematics information in connection with equipment, is described. In the following description, for the purposes of explanation, numerous specific details are set forth in order to provide a thorough understanding of the present invention. It is apparent, however, to one skilled in the art that the present invention may be practiced without these specific details or with an equivalent arrangement. In other instances, well-known structures and devices are shown in block diagram form in order to avoid unnecessarily obscuring the preferred embodiments of the invention.

Although the various exemplary embodiments are described with respect to processing cloud computing and services, it is contemplated that these embodiments have applicability to other computing technologies and architectures.

FIG. **1** is a diagram of a system **100** providing telematics information in connection with equipment, according to one embodiment. For the purpose of illustration, system **100** for providing telematics information in connection with equipment involves determining equipment at, for example, user devices **101***a*-**101***n* (or user devices **101**). For example, user devices **101** may determine scanning in of equipment. In one embodiment, the user devices **101** may include inventory modules **103***a*-**103***n* (or inventory modules **103**). The inventory modules **103** may keep track of equipment and equipment specifications associated with respective user devices **101**. According to certain embodiments, users at the user devices **101** may receive notifications regarding equipment from an order platform **105**. In one embodiment, the order platform **105** may be comprised of a cloud service. In one embodiment, the user devices **101** and order platform **105** may communicate over one or more networks, such as telephony network **107**, wireless network **109**, data network **111**, and/or service provider network **113**. Additionally, the system **100** may employ dashboard platform **115** and applications **117***a*-**117***n* (or applications **117**) to determine location information to map to equipment registered with the inventory modules **103**. The equipment and user devices **101** may be connected via applications **117**, where application **117** may act as an intermediary between the user device **101** and dashboard platform **115** to permit locational tracking of equipment. While specific reference will be made hereto, it is contemplated that system **100** may embody many forms and include multiple and/or alternative components and facilities.

It is observed that telemetric information for vehicles is used to dynamically detect information regarding vehicles, for instance, location information associated with a given vehicle. Additionally, telemetric information for a collection of vehicles may be effective for fleet management, so that vehicles may be deployed and allocated, depending on their location. For instance, a central service may view a map of available taxis in a city and deploy an available taxi closest to a requesting passenger to serve that customer. Location information is regarding the vehicle only, and may not be linked to objects in association with the vehicle. Meanwhile, equipment and resources are often independently tracked by service order. As such, service providers face challenges in routing equipment to service orders based on location.

Therefore, the approach of system **100**, according to certain exemplary embodiments, stems from the recognition that location of service vehicles may reflect locations of equipment associated with providing of the services. Service vehicles may include, for instance, vehicles including cars, vans, trucks, etc. Services provided relating to such vehicles may include, for example, technical repairs. For instance, service orders may request repairs for a faulty modem. A service van may then be deployed so that a technician may perform repairs on the modem. In one instance, equipment may include any hardware. For one such case, equipment may include replacement modems, tools to test and fix modems, etc.

In one embodiment, system **100** may discover equipment scanned into user devices **101** so that user devices **101** register the equipment with inventory modules **103**. In one embodiment, user devices **101** may be associated with particular service vehicles, where location information of the service vehicles are available via the order platform **105**. For instance, order platform **105** may be in communication with telematics equipment associated with service vehicles, where the order platform **105** sends telematics information to applications **117**. The system **100** is then aware of equipment, service vehicles associated with the equipment, and location information of those service vehicles. Then, system **100** may map the location of the service vehicles to the equipment so that equipment may also have associated location information.

In one embodiment, the system **100** may further identify service orders and equipment needed for the service orders. In doing so, the system **100** may detect equipment needed at particular locations. For example, a service order may require a laptop and a battery, where a service vehicle attending to a service order may be transporting a laptop but be missing the battery. Then, the system **100** may identify batteries available in the vicinity of the first service vehicle and coordinate vehicles such that the battery may arrive at the location of the service order. In one embodiment, scanning of the equipment and/or availability of the equipment may include whether the equipment is in working condition. For example, if a technician is replacing a faulty modem with a working one, the system **100** may scan and identify the faulty modem as "in" and the working modem as "out." In other words, the faulty modem is "in" for returning to the repair service for fixing or discarding. The working modem is unavailable since it is in use by customers, and thus, "out." If the faulty modem is fixed and provisioned again, system **100** may update a status of the modem as "available" since it is working and may be used for a repair.

In one embodiment, the system **100** may provide a user interface view of equipment inventory and location of that inventory. In some variations, such a display would show up as equipment grouped by service vehicles. For example, the user interface view may appear as a map with various service vehicles at their respect locations on the map. Then, each service vehicle may include a symbol or blurb showing equipment associated with the vehicle so that a central service may see equipment locations. Furthermore, a user interface view showing service vehicles may include details on the vehicles. For instance, the view may display vehicle types where cars, vans, and/or trucks may each be displayed with representations reflective of the vehicle type. In showing this display, the system **100** may facilitate deploying specialty vehicles or vehicles particular to a certain type of service order task. For example due to parking constraints, a car may better respond to a service order in a crowded city over a van. Then, even if a van is closer to a service location, the system **100** may deploy a car for the particular service order.

System **100** may further employ telematics information to determine performance of a fleet, both in terms of vehicle usage and driver behavior. For example, telematics information may further provide insight on fuel economy, distance traveled, speed, driving time, etc. that may measure how vehicles within a fleet are used. For example, driving time may include the amount of time a vehicle is on the road versus parked (e.g., during a service order task). One such case may include idle time calculations, showing the duration for which a vehicle is idle since technicians sometimes keep vehicles idle when performing tasks. For another example, telematics information may inform the system **100** on driver behavior, including whether particular drivers speed often or tend to use more fuel than expected for the expected distance traveled, given the service orders associated with the service vehicle. For instance, system **100** may render driver scorecards, evaluating or analyzing driving habits of individual drivers (e.g., technicians associated with service vehicles).

Furthermore, the system **100** may determine from technicians, relative mobile network strengths as given from signal strengths readings taken from locations of the technicians (and thereby service vehicles). In doing so, the system **100** may build a graphical representation of mobile network strengths in a geographical area where service vehicles are active. Such a representation may further aid fleet management in accounting for where equipment location information may be unavailable and/or lacking due to network limitations. For example, a network may not be robust enough to register equipment and/or map location information associated with a service vehicle and location to the equipment. In one embodiment, communication between equipment and user devices **101** may take place through a local webserver to provide reliable usability without losing functionality.

In one embodiment, the inventory modules **103** may track equipment based on equipment associated with particular service vehicles. Furthermore, system **100** may identify vehicles by comparing telemetric information associated with equipment against telemetric information associated with vehicles. For example, equipment A may be associated with location information rendering global positioning coordinates (X, Y). The system **100** may further determine a vehicle at the coordinates (X, Y). Then, the system **100** may determine that the vehicle is the vehicle carrying and/or associated with transporting equipment A. In some instances, system **100** may further match this information with identification information regarding the vehicles. For example, the system **100** may identify the vehicle as vehicle #**934**, carrying equipment A. In some embodiments, this may be useful where a piece of equipment switches associations with vehicles and/or where system **100** does not readily identify a vehicle.

In one embodiment, the inventory modules **103** may provide an account of equipment associated with a user device **101**. For example, user device **101** may include a portable tablet that may interface with telemetric information associated with a vehicle, as well as the equipment. In one embodiment, the inventory modules **103** may further provide specifications associated with equipment and information regarding equipment conditions. For instance, a technician may scan an equipment into recognition by the inventory modules **103** via an application **117** functioning from a user device **101**. Such scanning may cause the inventory modules **103** to identify the equipment, both in terms of specifications and any form of identification. For example, a piece of equipment such as a modem may include a make and model for specifications, as well as a particular serial number that identifies that specific modem. Then, inventory modules **103** may further determine whether the equipment is functioning.

For instance, when technicians take possession over a piece of equipment that was once in use by a customer, inventory modules **103** may note the equipment as "in." The faulty equipment is now "in" inventory and no longer out in use. If a piece of equipment is installed and being used by a customer, inventory modules **103** may denote the equipment as "out," since the equipment is no longer in the hands of the service entity. Simultaneous, inventory modules **103** may also mark the status of a piece of equipment as "faulty", "repair", and/or "ready for use." For example, some equipment may be damaged or faulty, but not be slated for repair immediately. This equipment may have the status, "faulty." Equipment that is to be repaired may be labeled "repair" by inventory modules **103**; "ready for use" may show that a piece of equipment is functioning and ready to be used for any service order.

In one embodiment, the order platform **105** may determine service locations. For instance, the order platform **105** may receive service orders as well as telemetric information. For example, order platform **105** may receive, through the telephony network **107** and/or wireless network **109**, orders for repair work. In some cases, service orders may be placed by a service provider, or directly from customers of the service. Simultaneously, the order platform **105** may receive telemetric information associated with vehicles. For instance, the service provider network **113** may keep track of vehicles associated with the service. Those vehicles may be linked via the service provider network **113**, where their respective telemetric information is available within the service provider network **113** and accessible to the order platform **105**. Then, the order platform **105** may interact with the dashboard platform **115** to determine vehicles from which to retrieve telemetric information to map to equipment determined by the inventory module **103**.

In one embodiment, the dashboard platform **115** may primarily form the association between equipment and location information. For example, the dashboard platform **115** may receive, from inventory modules **103**, identified equipment. The dashboard platform **115** may also access telemetric information via the order platform **105**. The dashboard platform **115** may identify a service vehicle associated with a service order and/or equipment, and create the tie between location information of a service vehicle, and the equipment. The dashboard platform **115** may further collect information regarding vehicle and/or driver performance. For instance, the dashboard platform **115** may collect telemetric information relating to vehicle usage. Vehicle usage may also inform the dashboard platform **115** on driver performance in using the vehicles. Furthermore, collective telemetric information may permit the dashboard platform **115** insight into network strengths across a geographic area where a service is operating. For instance, the dashboard platform **115** may determine antenna strengths by testing various antennas' ability to receive signals. In one such case, the dashboard platform **115** may selectively turn antennas associated with the vehicles and/or user devices **101** on or off to determine antenna strengths and respond to network strengths.

In one embodiment, the dashboard platform **115** may present the equipment, vehicle, and associated vehicle information as part of a user interface dashboard view. For instance, the dashboard platform **115** may create a dashboard view of vehicles on a map, where details on equipment associated with the vehicles may selectively appear. For example, a user may hover a pointer over a vehicle to cause the equipment details to appear. The dashboard view may be available, both to a central operator, as well as at the user devices **101**.

In one embodiment, applications **117** may serve as the means by which the user devices **101** interact with the order platform **105** and dashboard platform **115**. For example, application **117** may install an entry for a piece of equipment in the inventory module **103***a* of a user device **101**. Then, application **117** may determine that the equipment is required at a service order residing in order platform **105** and determine telemetric information available from order platform **105**. In one embodiment, application **117** then prompt dashboard platform **115** to map equipment found in inventory modules **103** to telemetric information from order platform **105**.

By way of example, user device **101** can be any type of mobile terminal, fixed terminal, or portable terminal including a mobile tablet, handset, station, unit, device, multimedia computer, multimedia tablet, Internet node, communicator, desktop computer, laptop computer, notebook computer, netbook computer, tablet computer, personal communication system (PCS) device, personal navigation device, personal digital assistants (PDAs), audio/video player, digital camera/camcorder, positioning device, television receiver, radio broadcast receiver, electronic book device, game device, or any combination thereof, including the accessories and peripherals of these devices, or any combination thereof. It is also contemplated that the user device **101** can support any type of interface to the user (such as "wearable" circuitry, etc.). In one embodiment, the application **117** may be any type of application that is executable at the user device **101**.

The service provider network **113** can interact with one or more networks, such as a telephony network **107**, a wireless network **109**, and/or a data network **111**. The service provider network **113** can include applications **117** that provide services to the service provider network **113**. Additional services associated with, for example, the telephony network **107**, the wireless network **109**, or the data network **111**, may also interact with the user devices **101**, order platform **105**, dashboard platform **115**, and applications **117**. By way of example, a service associated with the data network **111** can store information relating to equipment specifications. When inventory modules **103** register equipment, information on the equipment may be supplemented by details in the data network **111** regarding the make and model of the equipment, as well as the equipment's status relative to inventory within the entire system **100**. For instance, the data network **111** may determine that a piece of equipment is one out of ten of that model within the system. The inventory modules **103** may then access this information to supplement its knowledge of a piece of registered equipment.

For illustrative purposes, the networks **107**-**113** may be any suitable wireline and/or wireless network, and be managed by one or more service providers. For example, telephony network **107** may include a circuit-switched network, such as the public switched telephone network (PSTN), an integrated services digital network (ISDN), a private branch exchange (PBX), or other like network. Wireless network **109** may employ various technologies including, for example, code division multiple access (CDMA), enhanced data rates for global evolution (EDGE), general packet radio service (GPRS), mobile ad hoc network (MANET), global system for mobile communications (GSM), Internet protocol multimedia subsystem (IMS), universal mobile telecommunications system (UMTS), etc., as well as any other suitable wireless medium, e.g., microwave access (WiMAX), wireless fidelity (WiFi), satellite, and the like. Meanwhile, data network **111** may be any local area network (LAN), metropolitan area network (MAN), wide area network (WAN), the Internet, or any other suitable packet-switched network, such as a commercially owned, proprietary packet-switched network, such as a proprietary cable or fiber-optic network.

Although depicted as separate entities, networks **107**-**113** may be completely or partially contained within one another, or may embody one or more of the aforementioned infrastructures. For instance, the service provider network **113** may embody circuit-switched and/or packet-switched networks that include facilities to provide for transport of circuit-switched and/or packet-based communications. It is further contemplated that networks **107**-**113** may include components and facilities to provide for signaling and/or bearer communications between the various components or facilities of system **100**. In this manner, networks **107**-**113** may embody or include portions of a signaling system 7 (SS7) network, or other suitable infrastructure to support control and signaling functions.

According to exemplary embodiments, end user devices may be utilized to communicate over system **100** and may include any customer premise equipment (CPE) capable of sending and/or receiving information over one or more of networks **107-113**. For instance, voice terminal may be any suitable plain old telephone service (POTS) device, facsimile machine, etc., whereas mobile device (or terminal) may be any cellular phone, radiophone, satellite phone, smart phone, wireless phone, or any other suitable mobile device, such as a personal digital assistant (PDA), pocket personal computer, tablet, customized hardware, etc.

FIG. **2**A is a diagram of a dashboard platform capable of providing telematics information in connection with equipment, according to one embodiment. Dashboard platform **115** may comprise computing hardware (such as described with respect to FIG. **8**), as well as include one or more components configured to execute the processes described herein for providing the processing services of system **100**. In one implementation, the dashboard platform **115** contains a control logic **201**, an equipment module **203**, a vehicle module **205**, a map module **207**, and an availability module **209**. The control logic **201** performs control logic functions and facilitates coordination among the other components of dashboard platform **115**.

In one embodiment, the control logic **201** and equipment module **203** may identify equipment. For example, the control logic **201** and equipment module **203** may work with the networks **107-113** and order platform **105** to identify pieces of equipment scanned in and thereby registered with the dashboard platform. For example, a technician using a UE **101** may scan a piece of equipment so that the inventory module **103** and dashboard platform **115** is made aware of the equipment and its function and/or location.

In one embodiment, the control logic **201** and vehicle module **205** may also determine service vehicles, both in terms of identifying service vehicles as part of a fleet of vehicles, specifications associated with vehicles, information regarding vehicle usage, and telematics information associated with the vehicles. Identifying service vehicles may include recognizing one or more vehicles as service vehicles, deployed as part of a service. For example, the vehicles may be for repair work, transporting people, delivering objects, etc. Specifications associated with vehicles may include vehicle type, gas mileage, associated network strength, capacity, current inventory, etc. For instance, vehicle type may include compact car, van, truck, etc. Associated network strength may include readings of mobile network strengths from each vehicle and/or user device **101** associated with a service vehicle. Capacity may refer to equipment inventory associated with a vehicle, for example, how many pieces of equipment a service vehicle is carrying and what those pieces of equipment are. Information regarding vehicle usage may include the service orders to which a vehicle is assigned to perform, a technician assigned to a vehicle (at least for a portion of time), parameters regarding how a vehicle is driven, etc. Telematics information may include location information associated with a vehicle.

In one embodiment, the control logic **201** and map module **207** may map equipment to service locations based on location information derived from vehicle telematics information. For example, the control logic **201** and map module **207** may determine that a piece of equipment noted by the control logic **201** and equipment module **203** is associated with a particular service vehicle identified within the vehicle module **205** with control logic **201**. Then, control logic **201** and map module **207** may associate the piece of equipment with the service vehicle such that location information associated with the service vehicle is also associated with the piece of equipment. In some instances, the location information is a service location where a task in response to a service order is to be carried out.

In one embodiment, the control logic **201** and map module **207** may further identify service orders. In doing so, the control logic **201** and map module **207** may identify equipment needed, as dictated by service orders. For instance, the control logic **201** and map module **207** may determine that equipment "A" is at service location "A" for service order "A." Service order A may further require equipment "B." Then, the control logic **201** and map module **207** may determine whether equipment B is also at service location A based on location information associated with equipment B. If equipment B is not at service location A, the control logic **201** and map module **207** may determine vehicles associated with equipment B and present a user interface where a user may better prompt vehicles associated with equipment B to arrive at service location A to complete service order A.

In one embodiment, the control logic **201** and availability module **209** may determine availability of equipment or query for availability of equipment. For example, the control logic **201** and availability module **209** may interact with inventory modules **103** to determine whether equipment is available to perform a service order. For instance, the inventory modules **103** may be aware of a piece of equipment, but the equipment may be in use and/or not functioning. If this is the situation, the control logic **201** and availability module **209** may determine that a piece of equipment is not available to fill a particular service order. In one embodiment, the control logic **201** and availability module **209** may query more inventory modules **103** until it finds an available piece of equipment. For example, the control logic **201** and availability module **209** may determine that an additional piece of equipment is needed at a service location where the service vehicle at the location does not already have that equipment. Then, the control logic **201** and availability module **209** may start by querying UEs **101** (and respective inventory modules **103**) within a five-mile radius from the service location for the equipment. If the equipment does not appear to be available within the five-mile radius, the control logic **201** and availability module **209** may extend the area of querying for the equipment until a piece of available equipment is found.

FIG. **2**B is a diagram of a vehicle module capable of determining characteristics associated with service vehicles, according to one embodiment. Vehicle module **205** may comprise computing hardware (such as described with respect to FIG. **8**), as well as include one or more components configured to execute the processes described herein for providing the processing services of system **100**. In one implementation, the vehicle module **205** contains a control logic **301**, location module **223**, parameters module **225**, network module **227**, and profile module **229**. The control logic **221** performs control logic functions and facilitates coordination among the other components of vehicle module **205**.

In one embodiment, the control logic **221** and location module **223** may determine location information. For example, the control logic **221** and location module **223** may determine both service location associated with a service order and/or the location of a service vehicle based on telematics information associated with the service vehicle. In other words, the control logic **221** and location module **223** may be in contact with the order platform **105** to determine locations of service orders to which service vehicles are to be deployed. Then, the control logic **221** and location module **223** may also be in contact with telematics information associated with service vehicles, perhaps associated with UEs **101** to determine actual locations of the vehicles.

In one embodiment, the control logic **221** and parameters module **225** may determine parameters associated with the service vehicle to gauge driver and/or vehicle performance. For instance, the control logic **221** and parameters module **225** may determine parameters regarding vehicles including fuel economy, distance traveled, average load and speed, driving time, time per gear, speed, and/or idle time calculations. For example, time per gear may refer to time spent in each gear and idle time calculations may refer to how long vehicles are idle without turning off the engine. In some cases, technicians may leave vehicles idle while completing brief tasks. However, tasks may take longer than expected, which would meant that vehicles are left running idle for relatively long lengths of time. Then, supervisors may use such information to improve miles per gallon (MPG) or fuel efficiency and usage. In other words, the control logic **221** and parameters module **225** may not only determine parameters for vehicle performance analysis, the control logic **221** and parameters module **225** may also analyze vehicle performance (based on the parameters) for various service vehicles.

In one embodiment, the control logic **221** and parameters module **225** may further tie performance to particular drivers. For instance, the control logic **221** and parameters module **225** may set "Driver" as one of the parameters associated with vehicle performance. In one such case, the control logic **221** and parameters module **225** may associate a particular driver (or technician) with a given service vehicle. Then, the control logic **221** and parameters module **225** may collectively analyze vehicle performance in association with a particular driver to monitor and gather information on driving habits. Such analysis may further reduce fuel consumption and improve savings and efficiency within a fleet of service vehicles.

In one embodiment, the control logic **221** and network module **227** may determine relative mobile network strengths. For example, the control logic **221** and network module **227** may prompt the user devices **101** to take readings of mobile network strengths. Then, control logic **221** and network module **227** may construct a graph of signal strengths for a geographic area where a fleet is operating. In a further embodiment, the control logic **221** and network module **227** may prompt various user devices **101** and/or vehicles to temporarily turn different antennas on and off. In doing so, the control logic **221** and network module **227** may determine antenna strength on a device for each antenna and/or bolster antenna strength by prompting some antennas to turn on if they are not already on. User devices **101** and/or vehicles may each have one or more antennas. To summarize, the control logic **221** and network module **227** may gauge network strength and strengthen a signal captured at user devices **101** and vehicles, given the network strength.

In one embodiment, the control logic **221** and profile module **229** may create profiles for vehicles and/or drivers of the vehicles. For instance, the control logic **221** and profile module **229** may track the parameters set out by the control logic **221** and parameters module **225** to determine scores for vehicle use, service orders completed in association with particular vehicles, and/or equipment associated with each vehicle. The control logic **221** and profile module **229** may also create driver behavior scorecards for their driving to be evaluated. In one embodiment, the control logic **221** and profile module **229** may dynamically update as vehicle information is received and as technicians interact with inventory available to each vehicle.

FIG. **3** is a flowchart **300** of providing telematics information in connection with equipment, according to one embodiment. In step **301**, the control logic **201** may scan equipment available in a service vehicle, wherein the service vehicle is located at a service location. For example, a service location may include a location where a service order and relevant repair task is to be completed. A service vehicle (and technician) may be assigned to complete that service order, where control logic **201** may acquire data on the equipment associated with the service vehicle and location information for both the vehicle and associated equipment. For steps **303** and **305**, the control logic **201** may determine location information for the service location based on telematics information associated with the service vehicle. In one embodiment, the control logic **201** may map the equipment to the service location based on the location information. For instance, equipment associated with a vehicle is likely to have the same location information as the vehicle. Then, control logic **201** maps the location information from vehicle telematics information to equipment. In one embodiment, the control logic **201** may further present a user interface view including the service vehicle, wherein the user interface view is available via a local webserver.

FIG. **4** is a flowchart **400** of determining availability of equipment, according to one embodiment. In step **401**, the control logic **201** may determine a service location, for example, a location where a service order is placed. For step **403**, the control logic **201** may determine that other equipment is required to perform a service order at the service location based on the location information. For instance, the control logic **201** may determine, with the order platform **105**, equipment generally required to complete a certain type of service order. Control logic **201** may then ascertain whether all of the required equipment is en route to the service location or with location information corresponding to that of the service location. For step **407**, the control logic **201** may determine that the other equipment is not available in the service vehicle, and for step **409**, query for an availability of other equipment in one or more other service vehicles. For instance, the control logic **201** may determine equipment with location information proximate a service location where a particular piece of equipment is unavailable. Then, the control logic **201** may prompt routing of available equipment to the service location.

FIG. **5** is a flowchart **500** of managing a dashboard for a service vehicle, according to one embodiment. For example, the control logic **221** may identify the service vehicle based on the location information and the telematics information in step **501**. In step **503**, the control logic **221** may determine parameters associated with the service vehicle to gauge driver and/or vehicle performance, wherein the parameters may include fuel economy, distance traveled, average load and speed, driving time, time per gear, speed, and/or idle time calculations. In a further example, the control logic **221** may determine relative mobile network strengths based on the service vehicle (step **505**). For example, the control logic **221** may select one or more antennas to turn on or off based on the mobile network strengths. For another example, the control logic **221** may deploy other service vehicles or return driver evaluations based on parameters analyzed in step **503**.

FIG. **6A** is a system diagram **600** utilized in the process of FIG. **3**, according to an exemplary embodiment. For example, vehicle **601** may contain a tablet user device with a mobile application **603**. The tablet user device may be a gateway for through which system **600** recognizes equipment. In one embodiment, tablets may be associated with at least one vehicle **601**, so that equipment recognized through a tablet is also linked to the vehicle associated with the tablet. In addition, vehicle **601** may contain telematics equipment **605** tracking location information and identification information of the vehicle **601**. In one embodiment, the application **603** may automatically scan equipment in the vehicle **601** to send updates on equipment to a server **607** for the tablets. For instance, the server **607** may keep track of all the tablets associated with a fleet comprised of at least one vehicle **601**. By extension, the server **607** manages all the equipment recognized by the tablets via application **603**.

In one embodiment, the server **607** may also manage all equipment inventory existing in a system **600**, including equipment scanned from application **603**. In one embodiment, the server **607** may provide the equipment information to a cloud **609**. In another embodiment, the application **603** may send location updates to the cloud **609**, where the cloud **609** then contains location information both of the vehicle **601** and equipment noted by the application **603** on a tablet user device. In one embodiment, the server **607** and/or the cloud **609** may link equipment information (from the server **607**) to the location information of vehicle **601**. In one embodiment, the server **607** may further include information on service orders, where the service orders dictate service locations. Then, the server **607** may locate equipment via location information from cloud **609** and route a vehicle **601** to a service job where the vehicle **601** carries available equipment that has location information proximate the service location.

FIGS. **6**B-**6**E are diagrams of user interfaces utilized in the process of FIG. **3**, according to exemplary embodiments. FIG. **6**B is a diagram of user interface **620**, which may comprise a telematics dashboard with various vehicles **601** shown on a map **623**. In one embodiment, user interface **620** may provide an overview of all the vehicles **601** within a fleet. In a further embodiment, the user interface **620** may optionally include descriptions **625** for each vehicle **601**, including for example, identification information, a driver and/or technician associated with the vehicle **601**, route information, location information, equipment associated with the vehicle, and service order information. For example, identification information may include a serial number that identifies a particular vehicle **601** within a fleet. Route information may include future and present directions that a vehicle **601** may travel. Service order information may include the location of the service order, a serial number identifying the service order, and the task to be completed by the service order.

FIG. **6**C is a diagram of user interface **640**, showing inferences or information given by telematics data associated with vehicles, according to one embodiment. For example, user interface **640** may include a graphical representation of relative network strengths. For instance, a lightest color vehicle icon **641** may show a weak network strength, whereas dark color icon **643** may represent strong network strength. In one embodiment, network strength may correlate with coloring of icons. User interface **640** may further include at least one dialog box **645** describing the meaning of the coloring. For instance, dialog box **645** reads, "Network Strength: Strong," in following with the dark color of the icon **643**.

In another embodiment, various coloring may indicate various other vehicle characteristics. For instance, dark color icon **643** may indicate a vehicle en route to a service location, working on a service order and light color icons **641** may indicate vehicles returning to a central station after completing a service order. A medium color icon **647** indicate, for instance, a parked vehicle or a vehicle in between assigned tasks. In yet another embodiment, various coloring may indicate availability of equipment. For instance, the user interface **640** may be specific to a particular piece of equipment, where light icon **641** shows where the equipment is unavailable, dark icons **643** show where the equipment is available and the vehicle is available to move to the service location requiring the equipment, whereas medium color icon **647** means that the equipment is available in the vehicle and location, but the vehicle cannot yet be mobilized. A medium color icon **647** may include, for instance, when the vehicle is parked at a service location and task is not yet complete at the location, so the vehicle cannot yet move on to deliver the equipment.

FIG. **6**D is a diagram of user interface **660** where a vehicle may request equipment from other vehicles within the same fleet, according to one embodiment. For instance, a tablet **661** may include a notification **663** querying for available equipment. For instance, notification **663** may include the make and model of a particular piece of equipment. In one embodiment, the notification **663** may further include buttons **665** for a technician to respond as to whether he has the equipment in his vehicle and/or if he has equipment available. In one embodiment, querying for equipment may be done automatically in the backend of system **600**. In another embodiment, technicians may aid the process for confirming availability, especially if there may be a lag between when equipment is "in" or "out" in the system versus when the equipment is actually available.

Notification **667** may be an example of a listing of available equipment, as given by responses collected from notification **663**. For example, notification **667** may include vehicles that carry the equipment, along with the distance of those vehicles from the requesting site. In one embodiment, the requesting site may be the service location. In another embodiment, the requesting site may be location information associated with a vehicle assigned to the service location. For instance, if the vehicle assigned to the service location is first at another service location, a vehicle carrying the necessary equipment may deliver the equipment to the vehicle at the first service location. Then, the vehicle assigned to the service location may have the equipment in time for his next service order. In another embodiment, the service order may be routed to a vehicle that is both available to service and carrying the equipment. In one embodiment, notification **667** may further include estimated times where a vehicle may reach the requesting vehicle. This timing may take into account both travel time, as well as the timing before the vehicle is available. For instance, if a technician associated with a vehicle responding to delivering equipment to a requesting vehicle is still working on a service order, the timing may reflect the timing expected before he completes the order and can arrive to deliver the equipment.

FIG. **6**E is a diagram of user interface **680** of an alert that may prompt a query for equipment, according to one embodiment. For instance, tablet **681** may receive a service order (here, shown as "Service Order 45"), with a listing of equipment needed for the service order. In one embodiment, the notification **683** may show the equipment needed for the service order and whether the equipment is accounted for, by tablet **681** in association with a vehicle. For instance, notification **683** shows a service order, "Service Order 45," and vehicle, "Truck 04049." For instance, where tablet **681** is associated with a service vehicle, notification **683** may indicate whether service order equipment is in the vehicle (and therefore at the location of the vehicle). Notification **683** may include a listing of equipment for the service order. Where equipment required for a service order is recognized by tablet

681 as sharing location information with a vehicle, notification 683 may show the status of the equipment. Where the equipment is not detected, notification 683 may include a warning 685. In one embodiment, warning 685 may include flashing and/or color changes to bring attention to the warning 685. In a further embodiment, notification 683 may include buttons 687 for users to confirm that the equipment required for the service order is not within the vehicle. For instance, a technician may select a "NO" button of the buttons 687 where he simply has not yet scanned a piece of equipment for recognition by tablet 681. The equipment is, however, available within the vehicle. In another embodiment where the equipment is not within the vehicle, a user may select the "YES" button of buttons 687 to prompt notification 689. Notification 689 may show polling a fleet of vehicles for the missing equipment. In one embodiment, the notification 689 may include successful results showing where a piece of equipment is located or the vehicle associated with the equipment. For instance, notification 689 may include a serial number for the vehicle carrying the "missing" piece of equipment.

FIG. 6F is a diagram 690 for scanning equipment prior to provisioning with the system, according to an exemplary embodiment. For instance, the system 100 may initialize equipment 691 by scanning the equipment 691 with user device 693. Then, user device 693 may have location information associated with the telematics information of a vehicle 695. In one embodiment, the location information may constitute a customer premises, where scanning the equipment 691 identifies the equipment 691 as part of the inventory of vehicle 695. In one embodiment, the user device 693 may have records of service orders to be completed with vehicle 695, along with equipment required for those service orders. A user (i.e., a technician) may scan equipment into the user device 693 so that the user device 693 may project to a dashboard, the equipment in inventory for vehicle 695. In addition, user device 693 may determine whether all the equipment necessary for vehicle 695's service orders are accounted for.

In one embodiment, user device 693 may scan equipment 691 for identification information. After scanning, a record of the identification information (or any other information) related to equipment 691 may appear on user device 693. In one embodiment, provisioning of equipment 691 for use as part of a service order repair may be contingent on user device 693 recognizing that identification information of equipment 691 corresponds to equipment needed for a service order for vehicle 695. For example, user equipment 693 may also not verify deployment of vehicle 695 from a central station until all the equipment needed for service orders are scanned in and identified as vehicle 695's inventory.

In addition, user device 693 may scan in working equipment and scan out bad equipment to complete a repair order. For instance, status of "in" may show that equipment is in use as part of a service, whereas "out" denotes equipment being out of commission. Then, user device 693 may scan replacement equipment "in" when it is put into use and consequently scan a broken piece of equipment "out" to bring it back to a facility where the equipment may be repaired or retired. In one embodiment, the user device 693 may denote a service order as complete only where a piece of equipment is scanned in and another piece of equipment is scanned out. The system 100 may note this type of exchange as replacing a broken part and successful completion of a service order. In another instance, user device 693 scanning may identify equipment 691 as being broken and not yet repaired, based on records associated with equipment identification information. Then, user device 693 may prevent equipment 691 from being scanned into service to fulfill a service order. In other words, scanning by the user device 693 may block provisioning of the equipment 691 into service until the equipment 691 is repaired or tested as good and functional.

The processes described herein for providing for providing a metadata management framework may be implemented via software, hardware (e.g., general processor, Digital Signal Processing (DSP) chip, an Application Specific Integrated Circuit (ASIC), Field Programmable Gate Arrays (FPGAs), etc.), firmware or a combination thereof. Such exemplary hardware for performing the described functions is detailed below.

FIG. 7 is a diagram of a computer system that can be used to implement various embodiments. The computer system 700 includes a bus 701 or other communication mechanism for communicating information and a processor 703 coupled to the bus 701 for processing information. The computer system 700 also includes main memory 705, such as a random access memory (RAM) or other dynamic storage device, coupled to the bus 701 for storing information and instructions to be executed by the processor 703. Main memory 705 can also be used for storing temporary variables or other intermediate information during execution of instructions by the processor 703. The computer system 700 may further include a read only memory (ROM) 707 or other static storage device coupled to the bus 701 for storing static information and instructions for the processor 703. A storage device 709, such as a magnetic disk or optical disk, is coupled to the bus 701 for persistently storing information and instructions.

The computer system 700 may be coupled via the bus 701 to a display 711, such as a cathode ray tube (CRT), liquid crystal display, active matrix display, or plasma display, for displaying information to a computer user. An input device 713, such as a keyboard including alphanumeric and other keys, is coupled to the bus 701 for communicating information and command selections to the processor 703. Another type of user input device is a cursor control 715, such as a mouse, a trackball, or cursor direction keys, for communicating direction information and command selections to the processor 703 and for controlling cursor movement on the display 711.

The computer system 700 may be coupled via the bus 701 to a display 711, such as a cathode ray tube (CRT), liquid crystal display, active matrix display, or plasma display, for displaying information to a computer user. An input device 713, such as a keyboard including alphanumeric and other keys, is coupled to the bus 701 for communicating information and command selections to the processor 703. Another type of user input device is a cursor control 715, such as a mouse, a trackball, or cursor direction keys, for communicating direction information and command selections to the processor 703 and for controlling cursor movement on the display 711.

According to an embodiment of the invention, the processes described herein are performed by the computer system 700, in response to the processor 703 executing an arrangement of instructions contained in main memory 705. Such instructions can be read into main memory 705 from another computer-readable medium, such as the storage device 709. Execution of the arrangement of instructions contained in main memory 705 causes the processor 703 to perform the process steps described herein. One or more processors in a multiprocessing arrangement may also be employed to execute the instructions contained in main memory 705. In alternative embodiments, hard-wired circuitry may be used in place of or in combination with software instructions to implement the embodiment of the invention. Thus, embodiments of the invention are not limited to any specific combination of hardware circuitry and software.

The computer system **700** also includes a communication interface **717** coupled to bus **701**. The communication interface **717** provides a two-way data communication coupling to a network link **719** connected to a local network **721**. For example, the communication interface **717** may be a digital subscriber line (DSL) card or modem, an integrated services digital network (ISDN) card, a cable modem, a telephone modem, or any other communication interface to provide a data communication connection to a corresponding type of communication line. As another example, communication interface **717** may be a local area network (LAN) card (e.g. for Ethernet™ or an Asynchronous Transfer Model (ATM) network) to provide a data communication connection to a compatible LAN. Wireless links can also be implemented. In any such implementation, communication interface **717** sends and receives electrical, electromagnetic, or optical signals that carry digital data streams representing various types of information. Further, the communication interface **717** can include peripheral interface devices, such as a Universal Serial Bus (USB) interface, a PCMCIA (Personal Computer Memory Card International Association) interface, etc. Although a single communication interface **717** is depicted in FIG. **7**, multiple communication interfaces can also be employed.

The network link **719** typically provides data communication through one or more networks to other data devices. For example, the network link **719** may provide a connection through local network **721** to a host computer **723**, which has connectivity to a network **725** (e.g. a wide area network (WAN) or the global packet data communication network now commonly referred to as the "Internet") or to data equipment operated by a service provider. The local network **721** and the network **725** both use electrical, electromagnetic, or optical signals to convey information and instructions. The signals through the various networks and the signals on the network link **719** and through the communication interface **717**, which communicate digital data with the computer system **700**, are exemplary forms of carrier waves bearing the information and instructions.

The computer system **700** can send messages and receive data, including program code, through the network(s), the network link **719**, and the communication interface **717**. In the Internet example, a server (not shown) might transmit requested code belonging to an application program for implementing an embodiment of the invention through the network **725**, the local network **721** and the communication interface **717**. The processor **703** may execute the transmitted code while being received and/or store the code in the storage device **709**, or other non-volatile storage for later execution. In this manner, the computer system **700** may obtain application code in the form of a carrier wave.

The term "computer-readable medium" as used herein refers to any medium that participates in providing instructions to the processor **703** for execution. Such a medium may take many forms, including but not limited to non-volatile media, volatile media, and transmission media. Non-volatile media include, for example, optical or magnetic disks, such as the storage device **709**. Volatile media include dynamic memory, such as main memory **705**. Transmission media include coaxial cables, copper wire and fiber optics, including the wires that comprise the bus **701**. Transmission media can also take the form of acoustic, optical, or electromagnetic waves, such as those generated during radio frequency (RF) and infrared (IR) data communications. Common forms of computer-readable media include, for example, a floppy disk, a flexible disk, hard disk, magnetic tape, any other magnetic medium, a CD-ROM, CDRW, DVD, any other optical medium, punch cards, paper tape, optical mark sheets, any other physical medium with patterns of holes or other optically recognizable indicia, a RAM, a PROM, and EPROM, a FLASH-EPROM, any other memory chip or cartridge, a carrier wave, or any other medium from which a computer can read.

Various forms of computer-readable media may be involved in providing instructions to a processor for execution. For example, the instructions for carrying out at least part of the embodiments of the invention may initially be borne on a magnetic disk of a remote computer. In such a scenario, the remote computer loads the instructions into main memory and sends the instructions over a telephone line using a modem. A modem of a local computer system receives the data on the telephone line and uses an infrared transmitter to convert the data to an infrared signal and transmit the infrared signal to a portable computing device, such as a personal digital assistant (PDA) or a laptop. An infrared detector on the portable computing device receives the information and instructions borne by the infrared signal and places the data on a bus. The bus conveys the data to main memory, from which a processor retrieves and executes the instructions. The instructions received by main memory can optionally be stored on storage device either before or after execution by processor.

FIG. **8** illustrates a chip set **800** upon which an embodiment of the invention may be implemented. Chip set **800** is programmed to present a slideshow as described herein and includes, for instance, the processor and memory components described with respect to FIG. **10** incorporated in one or more physical packages (e.g., chips). By way of example, a physical package includes an arrangement of one or more materials, components, and/or wires on a structural assembly (e.g., a baseboard) to provide one or more characteristics such as physical strength, conservation of size, and/or limitation of electrical interaction. It is contemplated that in certain embodiments the chip set can be implemented in a single chip. Chip set **800**, or a portion thereof, constitutes a means for performing one or more steps of FIGS. **3-5**.

In one embodiment, the chip set **800** includes a communication mechanism such as a bus **801** for passing information among the components of the chip set **800**. A processor **803** has connectivity to the bus **801** to execute instructions and process information stored in, for example, a memory **805**. The processor **803** may include one or more processing cores with each core configured to perform independently. A multi-core processor enables multiprocessing within a single physical package. Examples of a multi-core processor include two, four, eight, or greater numbers of processing cores. Alternatively or in addition, the processor **803** may include one or more microprocessors configured in tandem via the bus **801** to enable independent execution of instructions, pipelining, and multithreading. The processor **803** may also be accompanied with one or more specialized components to perform certain processing functions and tasks such as one or more digital signal processors (DSP) **807**, or one or more application-specific integrated circuits (ASIC) **809**. A DSP **807** typically is configured to process real-world signals (e.g., sound) in real time independently of the processor **803**. Similarly, an ASIC **809** can be configured to performed specialized functions not easily performed by a general purposed processor. Other specialized components to aid in performing the inventive functions described herein include one or more field programmable gate arrays (FPGA) (not shown), one or more controllers (not shown), or one or more other special-purpose computer chips.

The processor **803** and accompanying components have connectivity to the memory **805** via the bus **801**. The memory **805** includes both dynamic memory (e.g., RAM, magnetic disk, writable optical disk, etc.) and static memory (e.g., ROM, CD-ROM, etc.) for storing executable instructions that when executed perform the inventive steps described herein to controlling a set-top box based on device events. The memory **805** also stores the data associated with or generated by the execution of the inventive steps.

While certain exemplary embodiments and implementations have been described herein, other embodiments and modifications will be apparent from this description. Accordingly, the invention is not limited to such embodiments, but rather to the broader scope of the presented claims and various obvious modifications and equivalent arrangements.

What is claimed is:

1. A method comprising:

scanning equipment available in a service vehicle, wherein the service vehicle is part of a fleet of service vehicles of a service provider and is located at a service location;

determining location information for the service location based on telematics information associated with the service vehicle;

mapping the equipment to the service location based on the location information; and

presenting a user interface view including the service vehicle,

wherein the user interface view comprises a telematics dashboard with the fleet of service vehicles shown on a map,

wherein the user interface view includes descriptions for each vehicle including identification information, a driver and/or technician associated with the vehicle, route information, location information, equipment associated with the vehicle, and service order information, and

wherein each vehicle in the user interface view is represented by a color icon and different colors of the color icon indicate a specific status of the equipment with respect to said each vehicle.

2. A method of claim **1**, further comprising:

determining that other equipment is required to perform a service order at the service location based on the location information.

3. A method of claim **2**, further comprising:

determining that the other equipment is not available in the service vehicle; and

querying for an availability of the other equipment in one or more other service vehicles.

4. A method of claim **1**, further comprising:

identifying the service vehicle based on the location information and the telematics information.

5. A method of claim **1**, further comprising:

determining parameters associated with the service vehicle to gauge driver and/or vehicle performance,

wherein the parameters may include fuel economy, distance traveled, average load and speed, driving time, time per gear, speed, and/or idle time calculations.

6. A method of claim **1**, further comprising:

determining relative mobile network strengths based on the service vehicle; and

selecting one or more antennas to turn on or off based on the mobile network strengths.

7. A method of claim **1**,

wherein the user interface view is available via a local webserver.

8. An apparatus comprising a processor configured to:

scan equipment available in a service vehicle, wherein the service vehicle is located at a service location;

determine location information for the service location based on telematics information associated with the service vehicle;

map the equipment to the service location based on the location information; and

present a user interface view including the service vehicle,

wherein the user interface view comprises a telematics dashboard with the fleet of service vehicles shown on a map,

wherein the user interface view includes descriptions for each vehicle including identification information, a driver and/or technician associated with the vehicle, route information, location information, equipment associated with the vehicle, and service order information, and

wherein each vehicle in the user interface view is represented by a color icon and different colors of the color icon indicate a specific status of the equipment with respect to said each vehicle.

9. An apparatus according to claim **8**, wherein the apparatus is further configured to:

determine that other equipment is required to perform a service order at the service location based on the location information.

10. An apparatus according to claim **9**, wherein the apparatus is further configured to:

determine that the other equipment is not available in the service vehicle; and

query for an availability of the other equipment in one or more other service vehicles.

11. An apparatus according to claim **8**, wherein the apparatus is further configured to:

identify the service vehicle based on the location information and the telematics information.

12. An apparatus according to claim **8**, wherein the apparatus is further configured to:

determine parameters associated with the service vehicle to gauge driver and/or vehicle performance,

wherein the parameters may include fuel economy, distance traveled, average load and speed, driving time, time per gear, speed, and/or idle time calculations.

13. An apparatus according to claim **8**, wherein the apparatus is further configured to:

determine relative mobile network strengths based on the service vehicle; and

select one or more antennas to turn on or off based on the mobile network strengths.

14. An apparatus according to claim **8**,

wherein the user interface view is available via a local webserver.

15. A system comprising:

a platform configured to scan equipment available in a service vehicle, wherein the service vehicle is located at a service location,

wherein the platform is further configured to determine location information for the service location based on telematics information associated with the service vehicle,

map the equipment to the service location based on the location information, and

present a user interface view including the service vehicle, wherein the user interface view comprises a telematics dashboard with the fleet of service vehicles shown on a map,

wherein the user interface view includes descriptions for each vehicle including identification information, a driver and/or technician associated with the vehicle, route information, location information, equipment associated with the vehicle, and service order information, and

wherein each vehicle in the user interface view is represented by a color icon and different colors of the color icon indicate a specific status of the equipment with respect to said each vehicle.

16. A system according to claim **15**, wherein the platform is further configured to:

determine that other equipment is required to perform a service order at the service location based on the location information.

17. A system according to claim **16**, wherein the platform is further configured to:

determine that the other equipment is not available in the service vehicle; and

query for an availability of the other equipment in one or more other service vehicles.

18. A system according to claim **15**, wherein the platform is further configured to:

identify the service vehicle based on the location information and the telematics information.

19. A system according to claim **15**, wherein the platform is further configured to:

determine parameters associated with the service vehicle to gauge driver and/or vehicle performance,

wherein the parameters may include fuel economy, distance traveled, average load and speed, driving time, time per gear, speed, and/or idle time calculations.

20. A system according to claim **15**, wherein the platform is further configured to:

determine relative mobile network strengths based on the service vehicle; and

select one or more antennas to turn on or off based on the mobile network strengths.

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